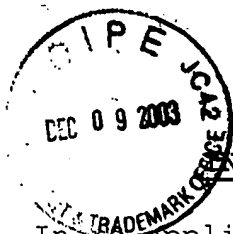


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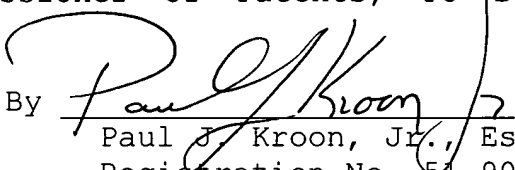


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Saima Khan
Serial No. : 09/398,222
Filed : September 17, 1999
For : SYSTEM AND METHOD OF PROPAGATING
EXCLUSION RECORDS IN A NETWORKED
COMPUTER TELEPHONY INTEGRATION SYSTEM
Attorney's Docket : DAVOX-171XX
Examiner : Ricardo M. Pizarro
Group Art Unit : 2731

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on December 9, 2003 and addressed to BOX CPA, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450.

By


Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicant

PRELIMINARY AMENDMENT

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Technology Center 2600

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

Please amend the above-identified Patent Application prior to examination on the merits as follows: